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THE CITY OF
COLUMBUS
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DEPARTMENT OF
PUBLIC SERVICE

Short North Stakeholder Survey Summary

The Columbus Division of Parking Services is committed to providing accessible, equitable and predictable mobility and parking options for all residents, guests and visitors. The Short North Parking Plan was implemented in mid-January of this year and fully enforced in late February.

While the Division of Parking Services is pleased with the plan's many accomplishments, a bedrock principle of the plan is to continually review feedback from the community and use a data-driven approach to make changes to better serve the public. In response to stakeholder feedback and data review, the City implemented interim plan updates in mid-June. These updates were made ahead of the 6-month stabilization period changes that took place in October 2019.

To help better understand all perspectives, Parking Services solicited feedback on the implementation of the plan through an online survey in September. Results from this survey are provided below and will be factored into future parking updates. Thank you to those who took the survey. Your input is greatly appreciated.

Survey Results

The majority of survey respondents were from zones SNA and SNB, making up just over 50% of the total responses.

| In what permit zone is your home located?		
Answer Choices	**Responses**	
SNA	32.03%	245
SNB	21.83%	167
SNC	11.76%	90
SND	13.46%	103
SNE	17.39%	133
VG	3.53%	27

In what permit zone is your home located?
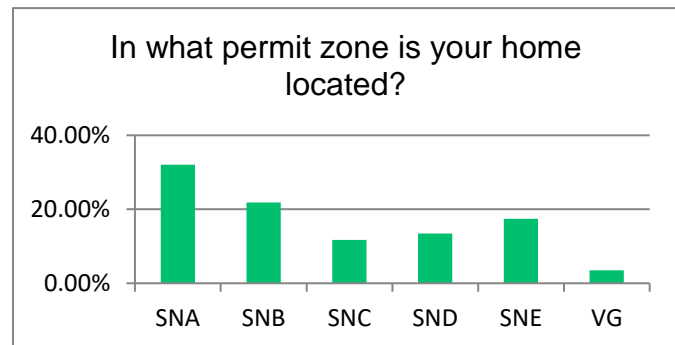
According to survey respondents, the Short North Parking Plan has increased parking in some areas, but decreased availability in others.
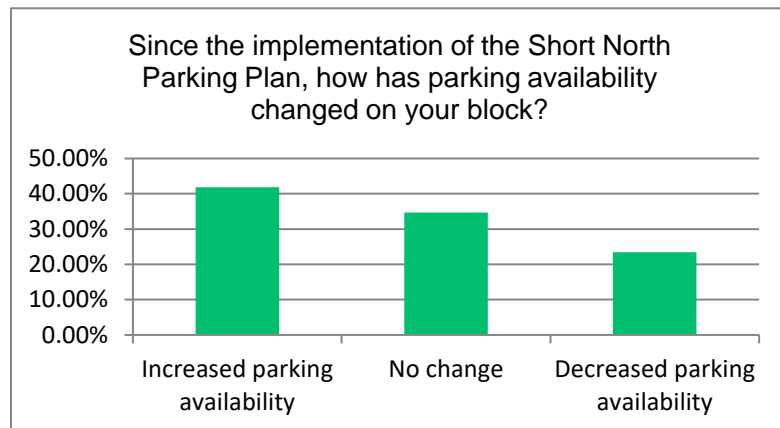
Since the implementation of the Short North Parking Plan, how has parking availability changed on your block?

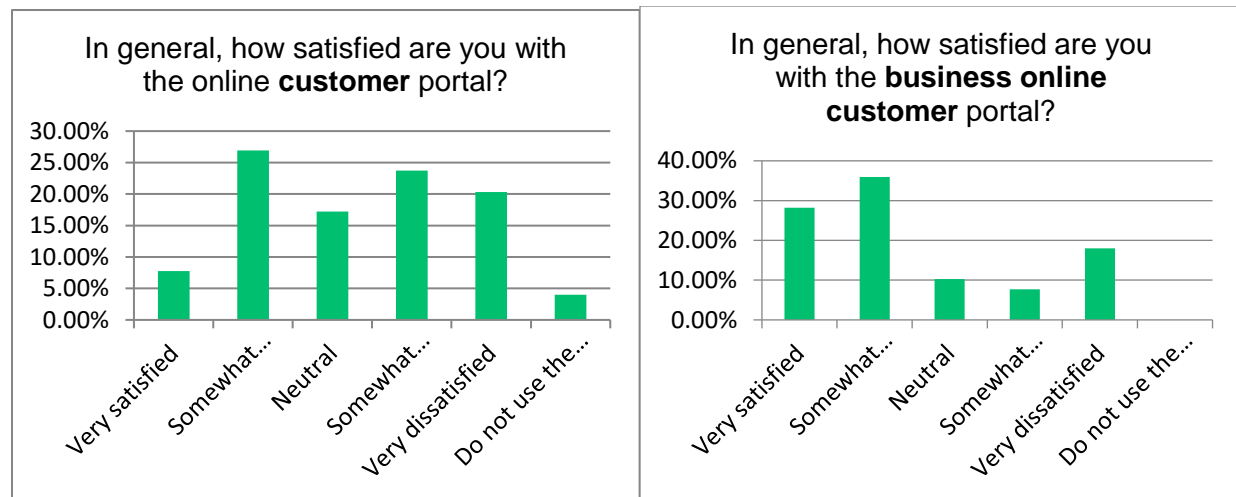| Answer Choices	Responses	
Increased parking availability	41.87%	322
No change	34.72%	267
Decreased parking availability	23.41%	180

Just under 75% of respondents support making a second guest permit available, while only 14% do not support it. The majority of respondents, however, do not support allowing visitors to park up to 6 hours.
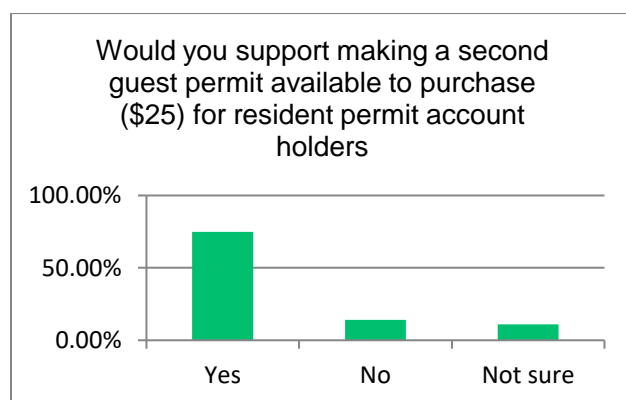
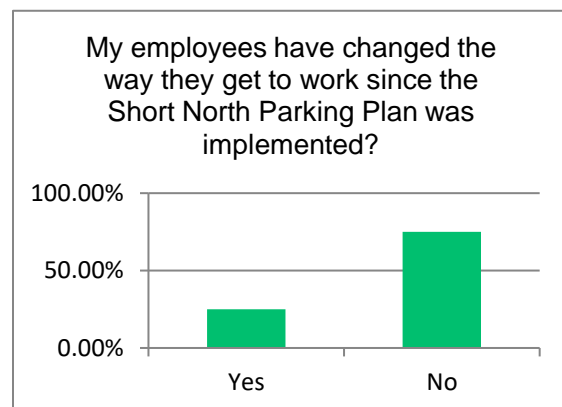| Based on data provided, would you support allowing visitors to park up to 6 hours on neighborhood streets (currently the maximum of 3 hours)?		
Answer Choices	Responses	
Yes	43.56%	335
No	44.21%	340
Not sure	12.22%	94

For the online portal, businesses generally seemed happy with it, while residents are generally dissatisfied.

In general, how satisfied are you with the online customer portal?

In general, how satisfied are you with the business online customer portal?

75% of employees have not changed their method of getting to work. 72% of employees park on a street, where 10% park in a garage.

My employees primarily get to work by:		
Answer Choices	**Responses**	
Drive, park in Short North parking garage or lot	10.26%	4
Drive, park on-street at a parking meter	0.00%	0
Drive, park on-street using a business parking permit	71.79%	28
Drive, park outside of a permit parking zone or in a non-regulated area	5.13%	2
Public transportation	0.00%	0
Bike/scooter	2.56%	1
Walk	0.00%	0
Ride Share service (i.e. Uber, Lyft)	0.00%	0
Car Share (i.e. Zipcar)	0.00%	0
Other (please specify)	10.26%	4

My employees have changed the way they get to work since the Short North Parking Plan was implemented?

General Overview of the Survey Comments

1. There is frustration stemming from residents regarding guest permits and passes. Many are not sure where to update guest permits or how to obtain guest passes, and general confusion exists about the difference between guest permits and guest passes.

2. There were multiple comments regarding the ParkColumbus app vs. the Parking Services webpage portal:
- Ability to update and change the guest permit on the app and fully access the details on guest passes.
- Make it easier to update guest permit by combining the "change guest permit" page with the "favorites" page.
- Reduce the lag time between requesting guest pass codes and when you actually receive them.
- Ability to receive notification anytime the license plate is changed on a guest permit or when guest passes are used.
- Access to multiple-day guest passes instead of requiring renewal every 24 hours.

3. Residents would like more information on the Parking Benefit District and how revenue is being spent.

4. There were some suggestions/recommendations from residents on how to manage some new issues that have occurred since implementation of the new program:
- Resident have received tickets while waiting for their permits to be approved. There is a 10-day waiting period, and residents have received parking tickets during that time frame.
- Some residential areas that previously were not congested, have become congested. Some recommendations included: make one side of the street permit only-; remove the paid parking on streets closer to High St to encourage garage parking; consider "blending" streets that are permit zone borders (example: allow residents of both permit zones to park on either side of the street); etc.
- Allow guests who are stopping quickly to park for free for up to one hour ~~free~~.

5. There were multiple location-specific concerns.

6. Business Concerns/Comments:
- Businesses would like additional passes that are not time restricted.
- Employees are price conscious, and it is hard to hire/retain employees who are unhappy with parking.